

Distance Support

A world of support at your fingertips

Anchor Desk

I need to . . .

US Navy Distance Support FILSC Brief

3 March 2004

Bruce Branham
Distance Support Prog Mgr
Branhamb@navsea.navy.mil
202.781.3287

Transforming “Warfighter” Readiness Support

Distance Support

Mission :

Transformational

Focused Objectives **Change**

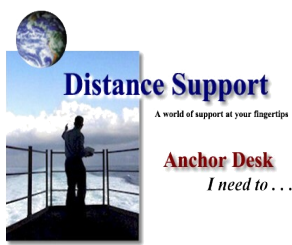
- Provide the “Warfighter” a single Point-Of-Entry and process for reach-back support requirements, including: administrative, technical, logistics and personal support.

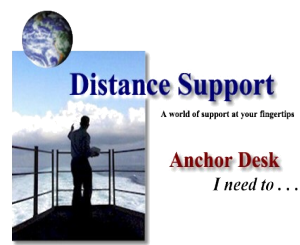
Products and services include :

- 24/7/365 Support and Customer Advocacy
- Collaborative Support Infrastructure
- Anchor Desk Portal
- Trouble Ticket Management

Outputs :

- DS Program - Support Request Data and Historical Documentation
- Support Provider - Support Request Resolution





Distance Support Focused Objectives (cont.)

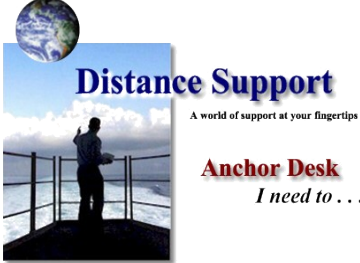
- Provide the support infrastructure data and documentation necessary to support proactive system and equipment enhancements, process improvements, and resource allocation decisions

Products and services include:

- Shared Data Environment
- Standard Metrics
- User Defined Metrics

Outputs :

- DS - Areas of Interest of and Concern, Process Change, Policy Change Recommendations to facilitate a more agile and better aligned infrastructure
- Support Providers - Knowledge Projection, Field Change, Engineering Change, Maintenance Change, Training Change, Technical Doc Change, etc.



The Transformation Roadmap

⇒ **Focus on Warfighter Readiness**

⇒ 24/7/365 Reachback Support

⇒ Business Process

⇒ Collaborative Environment

⇒ Collaborative Support Infrastructure

⇒ **Platform Residency/Virtual SYSCOM Presence /Data Management**

⇒ **DS 2.0/JDSR (Design, Test, Evaluation and Certification)**

⇒ Knowledge Management/Projection

⇒ Business Intelligence

⇒ Bi-directional Data Acquisition, Transfer and Distribution
(**DS/ICAS 7 Ships installed: 1 functional, awaiting FFC N6 approval for all**)

⇒ **Extend the Tools, Technology and Philosophy**

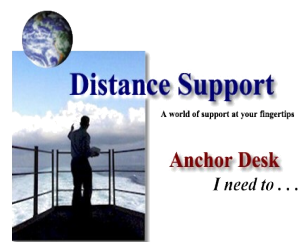
⇒ Sea Enterprise

⇒ Sea Swap

⇒ Sea Warrior

⇒ Public / Private Sector Consortium (**LCS & DDX**)

⇒ Joint Services / Homeland Defense (Joint (DOD) Distance Support
and Resources (JDSR) ACTD)



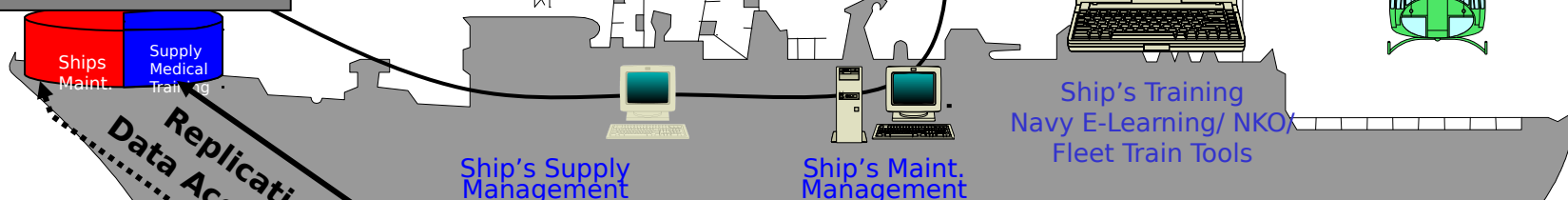
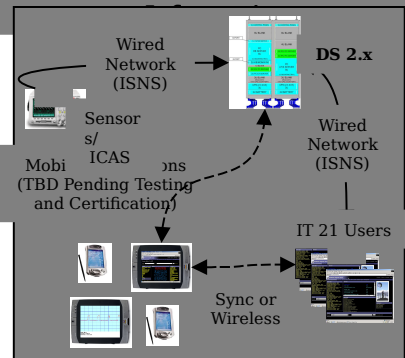
Distance Support Guidance

- **Commander's Guidance 2004 for transformational changes**
 - Coordinate and integrate Distance Support products into a cohesive effort leveraging best of breed products
 - Continue expansion of Distance Support to develop and evaluate new technologies to provide remote monitoring, troubleshooting and analysis capability
- **Targeted Transformational Changes:**
 - Fleet Support
 - **Engineering & Logistics Support**
 - Enterprise Business Process

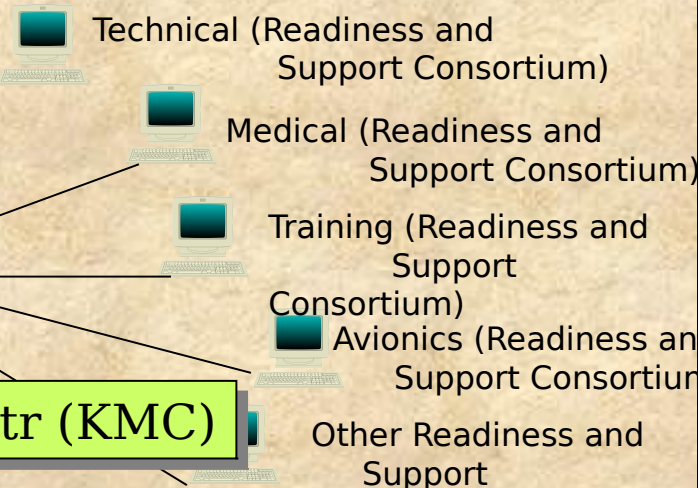
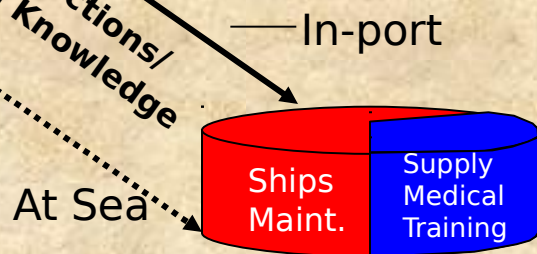
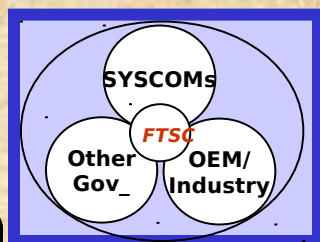
Distance Support Version 2 ... Platform Residency

Knowledge within the "Life-Lines" and Ashore

Mission Essential EMCON Data &



Shore Based Activities



Source of Support Content and Support Consortium

Summary

Distance Support is a process transformation that provides:

- ✓ The “Warfighter” a “Virtual SYSCOM presence” and is the primary means for “Reach-back support”
- ✓ **The Support Infrastructure the data, information and tools to make product, service and process improvements**
- ✓ The Resource Sponsors the data and information to make resource allocation decisions
- **Your input and partnership are key.... How do you use the Distance Support concept to improve your product, service and or process**

Questions ???

Back-up Slides



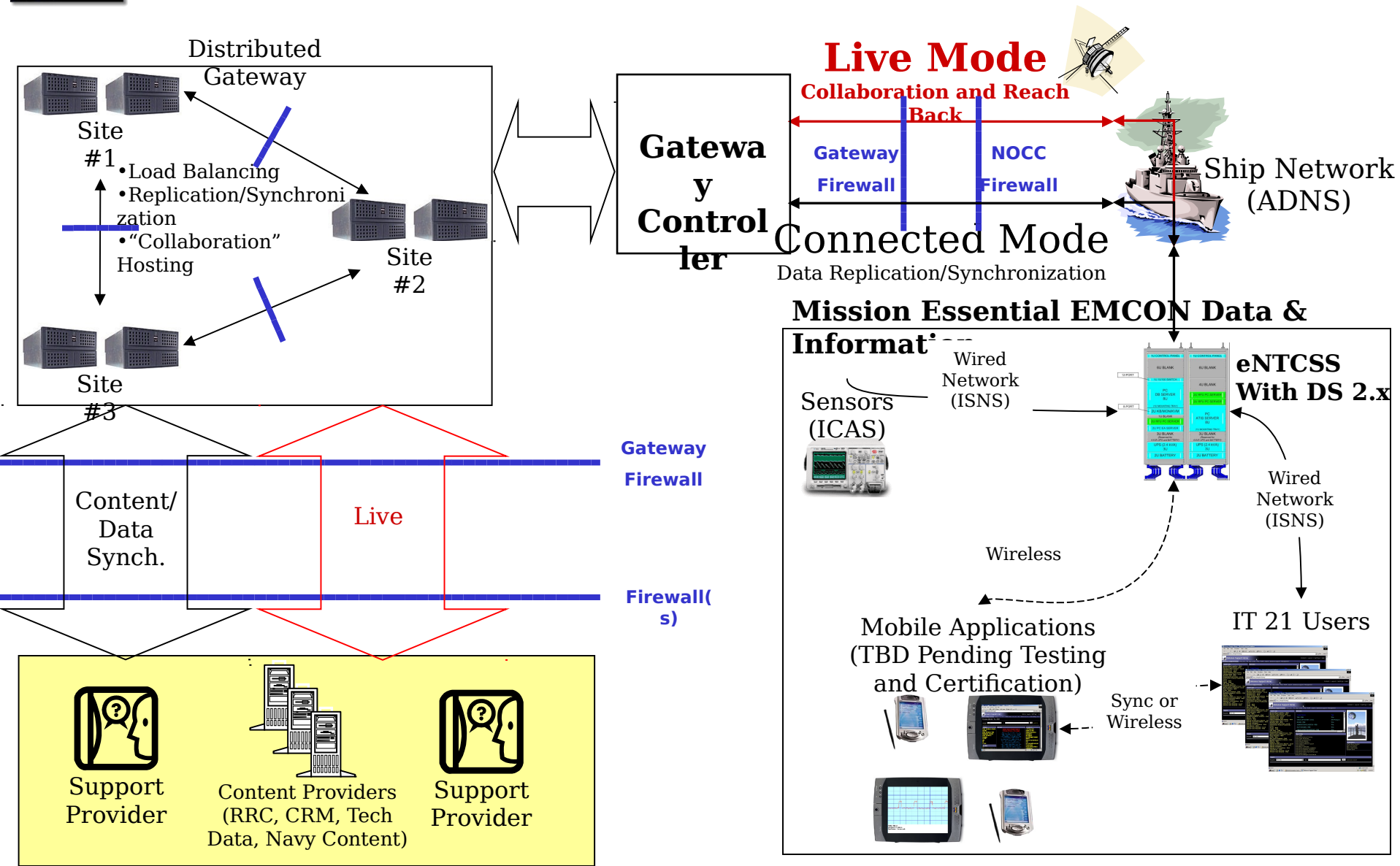
Distance Support

A world of support at your fingertips

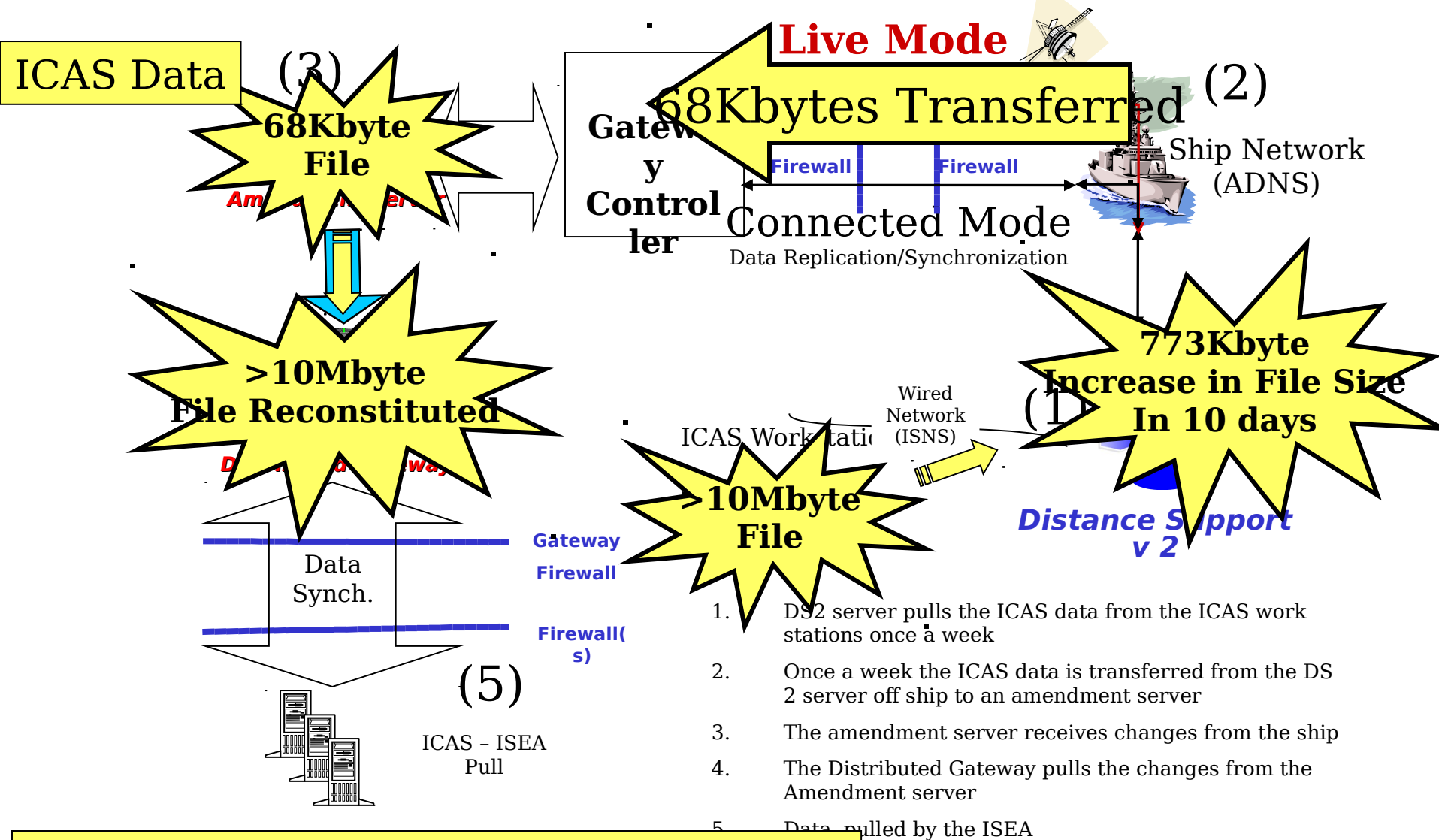
Anchor Desk

I need to...

DS Operational Scenario



Bi-directional Data Acquisition, Transfer and Distribution



Real Ship Data Transfer 8 Jan. 04

DS 2 Content Size

Current DDG

- ATIS Tech Manuals 163.3Gb
- Training 52.2Gb
 - NKO Afloat, NETg, etc.
- Navy Wide Content 45.9Gb
 - Anchordesk legacy links, medical, QOL, operations, etc.